

# RSA Token Pin Set Up and login Workflow

Ginnie Mae Relationship Services	Security Officer	User (Issuer/Custodian)
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Send Token to Security Officer

Receive Tokens In Disabled Status

**REMINDER:** Assign RSA Token Role to assigned User in GMEP (If not done already)

Distribute Tokens to Users

S.O. Contact BNY Mellon Client Assistance Center – Schedule a time for user to activate token

Inform user of time to call

Contact Client Assistance Center to activate Token

Go to log in set up

Contact Client Assistance Center

Activation Completed PIN Received

Login to GMEP to validate token with UserID, PIN &Token Passcode

Login Successful

Validation process step complete

RSA SecurID token Activation Line:  
Customer Assistance Center 1-800-332-4550 (option 8)